

## Flex 4

# Clover Flex 4 User Manual

Your comprehensive guide to operating the Clover Flex 4 Point-of-Sale device.

## INTRODUCTION

The Clover Flex 4 is a versatile and mobile point-of-sale (POS) device designed for efficient transaction processing. It supports various payment types and offers features such as an integrated receipt printer, barcode scanner, and robust connectivity options. This manual provides detailed instructions for setting up, operating, maintaining, and troubleshooting your Clover Flex 4 device.

The device is suitable for a range of business environments, including food trucks, restaurants with tableside service, retail "line busting," and mobile service professionals.

## WHAT'S IN THE BOX

Upon unboxing your Clover Flex 4, please ensure all the following components are present:

- Clover Flex 4 Terminal
- Charging Cradle



Figure 1: Front view of the Clover Flex 4 terminal displaying a transaction screen.

# SETUP GUIDE

## 1. Merchant Account Requirement:

A new merchant account is required and must be established prior to the device being shipped. Ensure this step is completed to activate your device for payment processing.

## 2. Initial Charging:

Place the Clover Flex 4 terminal onto its charging cradle. Connect the charging cradle to a power source using the provided power adapter. Allow the device to charge fully before its first use. The battery indicator on the screen will show charging status.

## 3. Powering On/Off:

To power on, press and hold the power button (usually located on the side) until the Clover logo appears. To power off, press and hold the power button, then select "Power Off" from the on-screen options.

## 4. Network Connection:

The Clover Flex 4 supports Wi-Fi and 4G/LTE connectivity. Upon first boot, you will be prompted to connect to a Wi-Fi network. Navigate to *Settings > Network & Internet > Wi-Fi* to select your network and enter the password. For 4G/LTE, ensure your device has an active SIM card and data plan.

## 5. Initial Configuration:

Follow the on-screen prompts to complete the initial setup, which may include setting the date and time, language preferences, and linking your merchant account.



Figure 2: Angled view of the Clover Flex 4, highlighting the card reader slot and connectivity ports.

# OPERATING INSTRUCTIONS

## 1. Accepting Payments:

The Clover Flex 4 accepts all major payment types, including credit/debit cards (swipe, chip, tap), and mobile payments (e.g., Apple Pay, Google Pay). Follow the on-screen instructions to initiate a transaction and guide the customer through the payment process.

## 2. Using the Touchscreen:

The device features a super responsive touchscreen. Navigate through menus, enter amounts, and select options by tapping or swiping as indicated on the display.

## 3. Barcode Scanner:

The Clover Flex 4 includes a built-in barcode scanner. To use it, activate the scanner function within your POS application and point the scanner at the barcode of the item you wish to add to the transaction.

#### 4. Integrated Receipt Printer:

After a successful transaction, the device's imbedded receipt printer can print a physical receipt. Ensure receipt paper is loaded correctly. Options for email or SMS receipts may also be available depending on your software configuration.

#### 5. Tableside Service Capabilities:

For restaurants and cafes, the Flex 4 supports tableside ordering and payment. This allows staff to take orders and process payments directly at the customer's table, enhancing efficiency.

#### 6. Battery Management:

The device is powered by a lithium-ion battery designed for long-lasting operation. Monitor the battery level indicator and recharge the device using the charging cradle when the battery is low to ensure uninterrupted service.

## MAINTENANCE

- **Cleaning:** Use a soft, lint-free cloth slightly dampened with water or a screen cleaner to clean the touchscreen and exterior. Avoid abrasive materials or harsh chemicals. Do not spray liquids directly onto the device.
- **Battery Care:** To prolong battery life, avoid extreme temperatures. Store the device in a cool, dry place when not in use for extended periods. Fully charge the device before storing it.
- **Software Updates:** Regularly check for and install software updates to ensure optimal performance, security, and access to new features. Updates are typically managed through the device's settings or your Clover dashboard.

## TROUBLESHOOTING

Problem	Possible Cause	Solution
Device not powering on	Low battery; power button not held long enough	Charge the device fully. Press and hold the power button for at least 10 seconds.
Cannot connect to Wi-Fi	Incorrect password; out of range; network issue	Verify Wi-Fi password. Move closer to the router. Restart the device and router.
Payments not processing	No internet connection; merchant account issue; software glitch	Check network connection. Contact your merchant service provider. Restart the device.
Receipt printer not working	No paper; paper jammed; printer error	Check and replace receipt paper. Clear any paper jams. Restart the device.

For issues not covered here, please refer to the support section or contact Clover customer service.

## SPECIFICATIONS

- **Product Dimensions:** 7.3 x 3.2 x 2.1 inches

- **Item Weight:** 3 pounds
- **Connectivity Technology:** Wi-Fi, 4G/LTE
- **Power Source:** Battery Powered (Lithium-ion)
- **Compatible Devices:** Desktop, Laptop, POS systems, Smartphones, Tablets
- **Manufacturer:** Clover

## WARRANTY AND SUPPORT

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The Clover Flex 4 is designed for reliable performance. For any operational issues or technical assistance, Clover provides 24/7/365 support.

For specific warranty details, please refer to the documentation provided at the time of purchase or contact your merchant service provider. For technical support, visit the official Clover support website or contact their customer service line.

**Important Note:** A new merchant account is required prior to the device shipping. Ensure your account is active for full functionality and support.